

Employee Enrollment

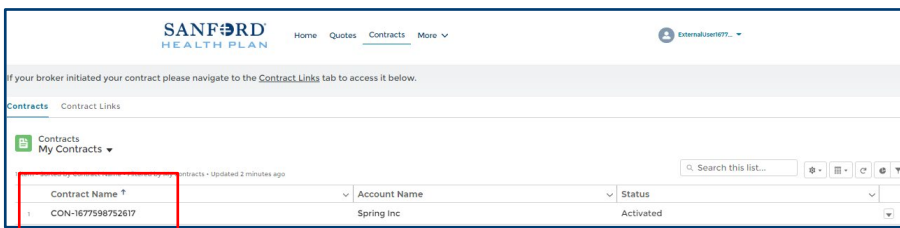
Employee Changes

Description: This job aid provides steps to update an existing employee's information including marriage, birth, retirement, spouse employment status, other.

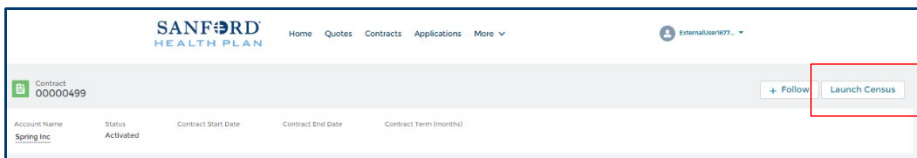
1 From the "Home" screen, click the "Contracts" button.



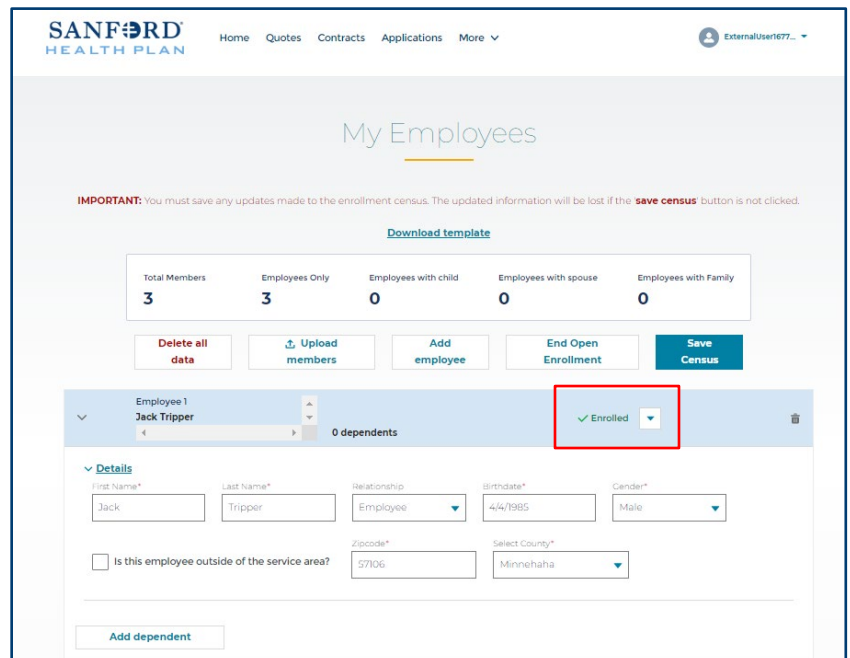
2 Locate the Employer Contract under "My Contracts" where the member is employed and click the contract name.



3 You will now see the Employer Contract. In the upper right corner, click on the "Launch Census" button.



4 Locate the employee that needs changes. From the Enrolled button drop down, select "Make Changes / Special Enrollment".



5

You should now see the “Change Request” screen. To make changes, you must have a qualifying life event and all changes must be requested within 31 days of the date of event.

Select reason for change and date of request. Based on reason selected, enter required fields. Select the “Next” button.

The screenshot shows the 'Change Request' screen on the Sanford Health Plan website. At the top, there is a navigation bar with 'Home', 'Quotes', 'Contracts', 'Applications', and 'More'. The user is logged in as 'ExternalUser1677...'. A progress indicator shows 'Change Request' as the current step. The main heading is 'Change Request'. Below it, a note states: 'To make changes, you must have a **qualifying life event** and all changes must be requested **within 31 days** of the date of event.' The section 'Choose a qualifying life event *' contains five radio button options: 'Birth, adoption, or placement of foster child', 'Marriage', 'Retirement: employee is eligible for retirement benefits and is to remain on the policy as a retiree', 'Change in spouse's employment status', and 'Other change'. Below these is a 'Date of event*' field with a calendar icon. A 'Next' button is located at the bottom right.

6

You will be asked to verify the employee's information. Select “Continue”.

The screenshot shows the 'Employee Information' screen on the Sanford Health Plan website. The navigation bar and user information are the same as in the previous screenshot. The progress indicator shows 'Employee Information' as the current step. The main heading is 'Employee Information'. The form is divided into several sections: 'Name' (First, Middle Initial, Last), 'Birth Date' (Month, Day, Year, Gender), 'Social Security Number (SSN) or Other ID*', 'Marital Status', 'Do you use tobacco?', 'Primary spoken language', 'Would you like to change your current affiliate?', 'Current Affiliate Account', 'Home Address' (Street Address, City, Zipcode, Select County), 'Home Phone', 'Work Phone', and 'E-mail Address'. At the bottom, there is a disclaimer: 'By providing your email, you agree to be contacted by Sanford Health Plan or its representatives.' 'Previous' and 'Continue' buttons are at the bottom.

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On the Current Spouse & Dependent Information Page, you will verify the information. Select "Next" to move forward.

SANFORD HEALTH PLAN Home Quotes Contracts More ▾ ExternalUser1677... ▾

Current Spouse & Dependent Information

Current Spouse & Dependent Information

▼ Member

Name

First Middle Initial (Last) Last

Birth Date

Month Day Year

Gender

Male Female

Relationship to primary applicant

Social Security Number (SSN) or citizen ID Dependent

Does this person live with the primary applicant?

Yes No

▼ Home Address

Street Address

City State Zip Code

Does this person use tobacco?

Yes No

Is this person eligible for Medicare Disability?

Yes No

Previous Next

8

You should now see the “Add New Spouse or Dependents” page. If you need to add a baby (birth, adoption, or permanent foster) or spouse. Click on the “Add Button” and add new dependent. Make sure to hit the SAVE icon after making the changes.

The screenshot shows the 'Add New Spouse or Dependents' page in the Sanford Health Plan portal. At the top, there is a navigation bar with 'Home', 'Quotes', 'Contracts', 'Applications', and 'More'. The user is logged in as 'ExternalUser1677...'. A progress indicator shows the current step is 'Add New Spouse or Dependents'. The main heading is 'Add New Spouse or Dependents'. Below this, there is a question: 'Do you have a spouse or dependent to add to your coverage?' with 'Yes' and 'No' radio buttons. A note states: 'To add a new dependent to your plan, click the Add link found at the top right of the Member section below. A new section will open up to add your dependent information.' The 'Member' section is expanded, showing a form for adding a new member. The form includes fields for Name (First, Middle Initial, Last), Birth Date (Month, Day, Year), Gender (Male, Female), Social Security Number (SSN) or citizen ID, and Relationship to primary applicant. There are also three questions with radio buttons: 'Does this person live with the primary applicant?', 'Does this person use tobacco?', and 'Is this person eligible for Medicare Disability?'. At the bottom of the form are 'Previous' and 'Next' buttons.

9

Your changes have been updated.

The screenshot shows a 'Success!' confirmation page. The word 'Success!' is displayed in a large, orange font. Below it, a message states: 'Your request has been submitted.' At the bottom of the page is a blue 'Continue' button.